

Attachment B

Business Requirements Traceability Matrix

Request for Proposal Number 6396 Z1

Bidders are instructed to complete a Business Requirements Traceability Matrix for pharmacy benefits manager services to the Ryan White Program. Bidders are required to describe in detail how their proposed solution meets the conformance specification outlined within each Business Requirement.

The traceability matrix is used to document and track the business requirements from the proposal through testing to verify that the requirement has been completely fulfilled. The contractor will be responsible for maintaining the contract set of Baseline Requirements.

The traceability matrix should indicate how the bidder intends to comply with the requirement and the effort required to achieve that compliance. It is not sufficient for the bidder to simply state that it intends to meet the requirements of the RFP. DHHS will consider any such response to the requirements in this RFP to be non-responsive and the bid may be rejected. The narrative should provide DHHS with sufficient information to differentiate the bidder's business solution from other bidders' solutions.

The bidder must ensure that the original requirement identifier and requirement description are maintained in the traceability matrix as provided by DHHS. Failure to maintain these elements may render the bid non-responsive and result in for rejection of the bidder. How to complete the traceability matrix:

Column Description	Bidder Responsibility
Req #	The unique identifier for the requirement as assigned by DHHS, followed by the specific requirement number. This column is dictated by this RFP and must not be modified by the bidder.
Requirement	The statement of the requirement to which the bidder must respond. This column is dictated by the RFP and must not be modified by the bidder.

Cross Program Requirements

Business Requirements	
Req #	Requirement
CP-1	Describe the plan to transition pharmacy services from the current central pharmacy model to the proposed model of service within sixty days of signing the contract such that pharmacy services to DHHS clients will not be interrupted.
	Response:

Pharmacy Benefit Management Services Requirements

Business Requirements	
Req #	Requirement
PBM-1	Describe the pharmacy or pharmacy network that will fill prescriptions for ADAP-enrolled Insurance Assistance clients, how Bidder will communicate with pharmacies, and how Bidder will establish and maintain a mail-order pharmacy with overnight shipping capability.
	Response:
PBM-2	Describe how Bidder shall ensure that ADAP Insurance Assistance clients receive basic treatment adherence counseling at time of prescription fill.
	Response:
PBM-3	Describe how Bidder shall coordinate benefits and claims processing.
	Response:
PBM-4	Describe how Bidder shall pay claims and other insurance related costs and reimbursement.
	Response:

PBM-5	Describe how Bidder shall provide a secure data system with 24-hour remote access to electronic pharmacy claims and reporting by ADAP staff.
	Response:
PBM-6	Describe how Bidder shall develop and maintain back-billing and eligibility screening processes that comply with all state and federal laws and policies.
	Response:
PBM-7	Describe how Bidder shall correct overpayments of claims and payments of invalid claims.
	Response:
PBM-8	Describe how Bidder shall provide technical and customer support.
	Response:

Insurance Benefit Management Services Requirements

Business Requirements	
Req #	Requirement
IBM-1	Describe how Bidder shall establish and administer an insurance premiums payment process.
	Response:
IBM-2	Describe how Bidder shall provide for the reporting of premium payment information.

	Response:
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Direct Pharmacy Services Requirements

Business Requirements	
Req #	Requirement
DPS-1	Describe how Bidder will manage 340B inventory.
	Response:
DPS-2	Describe how Bidder will dispense and offer statewide delivery.
	Response:
DPS-3	Describe how Bidder will provide patient contact and pharmacy support services.
	Response:

DPS-4	Describe how Bidder shall ensure that ADAP refills are shipped within three (3) working days after the receipt of prescription or shipping order information from DHHS.
	Response:
DPS-5	Describe how Bidder shall ensure that ADAP initial fills are delivered within 24 hours to the client following the receipt of the prescription or request from DHHS staff.
	Response:
DPS-6	Describe how you Bidder shall ensure that required reports are accurate and are submitted within the required timeframes as set forth in the required reporting.
	Response: